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ABSTRACT

This book provides strategies for dealing with negative patron behavior in the library and presents guidelines for identifying and effectively responding to, as well as preventing a variety of behavior problems. Fifteen librarians wrote the thirteen chapters, which are divided into three sections. Part 1 deals with patrons who pose the most challenges and why, part 2 discusses legal and social issues, and part 3 focuses on the solutions. The chapters are: (1) "Down and Out in the Reading Room: The Homeless in the Public Library" (Bruce A. Shuman); (2) "Mentally Ill Patrons" (Charles A. Salter and Jeffrey L. Salter); (3) "Opposites Attract: Young Adults and Libraries" (Patrick Jones); (4) "Older Adults: Problems and Needs" (Linda Marie Golian and Linda Lou Wiler); (5) "Deinstitutionalized and Disabled Patrons: Opportunities and Solutions" (Fay Zipkowitz); (6) "Problems with Patrons in the Academic Library" (Emerita M. Cuesta); (7) "Crime in Academic Libraries" (Mary M Harrison, Alison Armstrong, and David Hollenbeck); (8) "Legal Issues regarding Library Patrons" (Katherine Malmquist); (9) "Sexual Harassment in the Library" (Denise J. Johnson); (10) "Sexual Behavior in Libraries" (Denise J. Johnson); (11) "Active Listening: Alleviating Patron Problems through Communication" (Nathan M. Smith); (12) "Developing and Implementing a Patron Behavior Policy" (Linda A. Morrissett); and (13) "Literature on Library Patrons: An Annotated Guide" (Beth McNeil). A biographical sketch on each of the contributors and an index are also included. (AEF)

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